Corporate MSK Senior Physiotherapist

## Job details

|  |  |
| --- | --- |
| Job title: | Corporate MSK Senior Physiotherapist |
| Department: | Corporate MSK |
| Location: | Greater London |
| Reporting to: (job title only) | Corporate MSK Team Manager |
| Job purpose: | Provide evidence-based physiotherapy treatment in an Occupational Health setting for a range of Corporate MSK clients.Support and deliver preventative/wellbeing and work hardening services.Contribute to the overall clinical excellence of the service by supporting the development of other staff through mentoring, auditing, and training.Develop stakeholder relationships and support management on service improvement at each site, in line with Key Performance Indicators and Standard Level Agreements.Support management on routine administrative responsibilities. |
| Role and Responsibilities: | **Clinical Standards*** Provide effective and evidence-based treatment including a clear treatment plan and documented Home Exercise Programme
* Maintain accurate and timely notes on each client episode within 24 hours of the appointment.
* If indicated, issue detailed Management Outcome Reports in-line with ACPOHE guidelines
* Clinical outcome measures are achieved by all clinicians in line with National and CSP standards and NICE guidelines.
* Adhere to the company’s clinic cleanliness standards and dress policy
* Undertake Health Promotion activities outside of the clinical setting to support the customers Wellbeing Strategy as required
* Maintain registration with all relevant statutory bodies including the HCPC and CSP, and comply with the relevant Codes of Practice
* Possibility to cover other areas of the Corporate Service including workstation assessments, virtual physiotherapy assessments and treatment.

**Team Working** * Regular attendance and contribution to In-service training, participating in sessions as required.
* Achieving KPI’s in line with the Corporate Services targets
* Supervising, auditing, and co-working with other staff to support their clinical development.
* Flexibility to cover additional contracts in the event of unexpected clinician absence
* Involvement in team projects to improve service delivery.

**Customer Service*** Stakeholder relationships are developed with key personnel at each contract
* Satisfaction surveys are sent to all Discharged clients
* Awareness of the KPI’s at each site and how their individual performance impacts the Management Information for each customer
* Escalation of complaints, queries or SUI’s to your Line Manager as appropriate
* Being aware of potential opportunities for additional services within the respective contracts
* Participation in Management information reports and review meetings where suitable.

 **Administrative*** Complete any administrative tasks relating to a client’s treatment (e.g. letters to specialists) or the overall running of the clinic or the business aims.
* Capturing accurate statistics on the service utilisation, clinical presentation and customer satisfaction through timely completion and submission of timesheets and surveys.
* Responsible for delivering a specific non-clinical function within the business to contribute to the overall efficiency and quality of the service. This should be undertaken within downtime in the diary when there are no clients booked.
* SUI and Non-conformances are logged accurately and in a timely manner
 |
| Training and supervision | * Monthly 1:1 Performance Reviews.
* Annual Watched Assessment.
* Bi-Annual clinical notes and records audit.
* Supervision and clinical case discussion as required.
* Access to the knowledge with wide range of training opportunities.
 |

## Person specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | BSc or MSc PhysiotherapyHCPC and CSP Registration | Further qualifications, training or CPD within the Occupational Health field |
| **Experience** | 3-year experience in Corporate MSK or similar setting | Experience of delivering preventative/wellbeing servicesExperience of delivering group classes, such as back classes, pilates and work hardening/FRP |
| **Skills/knowledge** | Excellent understanding of the key principles of Occupational Health PhysiotherapyDemonstrable skills and knowledge in Subjective & Objective Assessment of MSK conditions; Goal Setting; Rehabilitation & Exercise Prescription; Functional TestingIT literate – intermediate level minimum - using electronic patient management systems | Understanding of the principles of Ergonomic Risk Assessment |
| **Personal competencies and qualities** | Strong verbal and written communication skillsHigh level of enthusiasm and motivationAbility to work individually or within a team and foster good working relationshipsExcellent time management and prioritisation skillsStrong interpersonal skillsAn awareness of and commitment to supporting and facilitating diversity and inclusionWillingness to travel, which may include overnight stays on occasion, as and when required | Familiarity and confidence assessing & coaching patients via video link |

# Version Control

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

|  |  |  |
| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
|  |  |  |